

Developmental Disabilities Program, Region I
PO Box 472
226 6th Street South
Glasgow, MT 59230
Phone: (406) 228-8264
Fax: (406) 228-8263
scarpenter@mt.gov

DATE: June 26, 2007

TO: Don Nevriy, Executive Director
Malta Opportunities, Inc.

FROM: Sandra L. Carpenter, Region 1 QIS

RE: Quality Assurance Review FY '06

Please find attached report for the Quality Assurance Review for Malta Opportunities, Inc. I wish to express my appreciation to you and your staff for all the assistance provided to me during the course of this review and while I was on-site. I apologize for the delay in completing of this written report.

During the review, the use of Quality Assurance Observation Sheets (QAOS) was used to record exemplary practices and indicated deficiencies. The QAOS is a record of what is observed and which Administrative Rule, DDP Policy or contract requirement is surpassed or deficient. There were **4** commendations and **2** deficiencies. All noted deficiencies have been appropriately addressed.

If you have any questions or comments, I would be happy to discuss them with you. Feel free to call or email. I look forward to a continuing relationship with staff and individuals served by Malta Opportunities, Inc.

cc: Roger Solberg, President, GWI Board of Directors
Dain Christianson, Region 1 Regional Manager
Tim Plaska, Bureau Chief, DDP
John Zeeck, Quality Assurance Specialist, DDP
Perry Jones, Waiver Specialist, DDP
DDP Contract File

Malta Opportunities, Inc.
QUALITY ASSURANCE REVIEW
FY '06

SCOPE OF REVIEW

The purpose of this summary is to evaluate the quality of services provided to individuals with developmental disabilities by Malta Opportunities, Inc. (MOI). The services reviewed are the following: Community Home, Supported Living, Work/Day services and Transportation. MOI also serves 3 individuals with funding through Community Supports. Information was garnered through personal observations, interviews and review of documentation on-site as well as a desk review of data collected through the review period including quarterly reports.

Administrative

- Malta Opportunities, Inc. is a non-profit corporation governed by a Board of Directors. Daily operations are under the direction of Don Nevriy, Executive Director. MOI serves 18 individuals. The group home is licensed with 1 deficiency noted. The deficiency was an environmental issue of the smell of urine and it was addressed and accepted.
- A financial audit was unavailable to review. The last audit was in 2004. No other fiscal concerns noted at this time.
- MOI has a policy manual that includes a grievance process and this is reviewed annually with each consumer. No policy was found that stated individuals have choice of supported living staff. This was remedied immediately by Mr. Nevriy. MOI last staff satisfaction survey was in 2005. Mr. Nevriy indicated that the return was so small that it didn't seem worthwhile. I would suggest that MOI consider attempting another survey as even a small return can offer information.
- MOI supports consumers in their community involvement (see QAOS #6). MOI and individuals participated in the Dino Days parade. Local sporting events are great opportunities for consumers to be integrated into community activities and MOI consumers are very proud fans. MOI is actively involved in area Special Olympics and the Montana Law Enforcement Torch Run. Individuals bring home many medals from regional and state Special Olympic competitions. Good job MOI for supporting these endeavors, the pride shows.

Specific Services Reviewed:

Residential

Malta Opportunities, Inc. currently supports seven individuals in their licensed community home. There are five folks who receive supports in their supportive living.

Accomplishments

- The group home has new carpet (see QAOS #4). It looks so nice and inviting. Individuals are proud of this much needed improvement. MOI is to be commended for updating the group home.
- Supported Living individuals are visible in their community and are clearly accepted. They enjoy participating in many local activities. They are good friends with each other and like to host social gatherings. What a fun group of people.

Health and Safety

- The Malta group home is prompt in reporting med errors (see QAOS #2). Medication errors are tracked. There were 15 total med errors falling into 2 categories: medications not given (7 reports) and medication documentation errors (8 reports). Of the medications not given, most were due to individuals being away with family or other activities while absent from MOI. The documentation errors in the medication administration records were due to staff not signing off. MOI keeps track of these errors and follow through is noted in the form of reprimands and/or discussions with medical professionals.
- Medications are kept locked up and medications administered by certified staff.
- Group home fire drills were present with the exception of March, 2006. This was not noted in the licensing report. Of the fire drills done, one instance of an individual not exiting was noted. It is important that these difficulties be documented and, if warranted, shared with the respective individual's teams. Documentation for "dead of night" fire drills record 10:00pm as the latest ran. Only one morning fire drill was evidenced. It is suggested that MOI staff be aware of the need for and practice different time of the day fire and disaster drills.
- Monthly safety inspection logs for the group home were good. If there is a problem noted, I would suggest adding a follow-up report section.
- The dishwasher in the group home did not seem to be working properly during my on-site visit. There was soap leftover in the dispenser and the dishes didn't look too clean. Staff stated they often have to re-wash the dishes. MOI administration is aware of the problem and has scheduled a plumber too look into it.
- The suggestion made on-site that the term "safety check" be defined and a procedure detailing the process was taken. Supported living staff and individuals now have a written procedure of what is expected.
- In one individuals file, the dentist indicated the consumer wouldn't need to be seen for 3 years. It is suggested that MOI and/or individuals teams address regular preventative dental care needs for consumers.

Service Planning and Delivery

- In all residential services, there were several instances where data was unavailable for review and 1 instance where I found duplicate data. I was unable to find documentation of service implementation and delivery for several consumer's IP objectives (see QAOS #3). Some Supported Living/Community Supports consumers were missing monthly safety check documentation. A consumer has a program to practice money skills & roll play that was to be implemented 5/9/06; no data was found to indicate that this was started. Another consumer had a budget/shopping list objective; data was not found for 3 consecutive months. A consumer who was interviewed indicated she hadn't been able to do some of her programs. While it may be possible that some of these objectives are indeed implemented/ran, there is a lack of standardized data organization within the agency that prevents/impedes a look-back on progress; data keeping systems are inadequate for proper internal monitoring and external in review. Quarterly reports will verify that data is missing some months and some months it looks good but there is still a need for daily, weekly and monthly organization maintained at the direct care level. Duplicate data also suggests lack of organized data collection. Consumers may not be receiving the services as intended in the Individual Plans. Malta Opportunities, Inc. is addressing this deficit in service delivery by developing weekly schedules assigned to specific

- staff, data books will be reorganized to be more accessible to staff and the Habilitation Specialist will visit the Group Home monthly to verify that the programs are being run and the documentation is accurate. MOI has submitted a plan outlining what is to be done and a sample weekly schedule; monthly reports will be submitted to the regions DDP office. A Quality Improvement Specialist will verify on-site monthly the schedules are being put into practice.
- Assessments are done for each individual. There was some discrepancy between day program and residential assessments on what skills an individual can do or not do. It is suggested that MOI look at identifying the discrepancies in assessments to determine if there is a possibility of staff training and/or a service need for an individual in a particular setting.
 - Leisure activities and recreational outings generally looked good. A nice selection of activities is offered and preferences noted. I suggest a reminder to group home staff that leisures are to be done daily. Some days were missing and it seems that it correlated to recreational outings. Individuals need to be accorded a leisure opportunity on those days as well and if for some reason it was an all-day event, documentation of the lack of a leisure and why is acceptable.

Staffing

- Malta Opportunities is a small provider agency in a rural area of Montana. They are feeling the same constraints other agencies are experiencing in trying to recruit and maintain staff. It is especially difficult to recruit staff when unemployment rates are so low in their area. MOI does have a core group of staff who are "veterans" and can offer a wealth of experience and knowledge.
- Staff was unable to correctly answer staff survey questions adequately and/or without my prompting during the Client Rights and Behavior Interaction with Consumers portion of the staff survey (see QAOS #1). Specifically, when asked what that staff could do if a consumer wished to go outside in -25 temperature without a jacket, the initial response I was given was, "If no rights restriction, let them go." When prompted, the staff was able to correct the answer to include some choices. When asked if a consumer was breaking things, what would that staff do, the staff's response was, "If breaking MOI property, Mandt them." MOI staff have a sense of needing to be in control and this could lead to abuse situations and violation of rights. At the least, it says staff are inadequately prepared to deal with behavioral emergencies when consumers are needing emotionally responsive care giving and support. Since this survey, MOI has implemented some additional training for direct support staff. A series of three video trainings on Building Positive Supports, Client Abuse and Resident Rights were conducted. MOI has also submitted evidence of ongoing training by making arrangements for Nonviolent Crisis Intervention Training for all staff to be done quarterly.
- All staff hires received the necessary background checks, were oriented and trained according to policy.

Incident Management

- Malta Opportunities, Inc has adopted the new State of Montana Developmental Disabilities Program Incident Management policy. While there are still a few "bugs" to be worked out, there is confidence in the program to see the necessary

changes are incorporated. The Incident Management team has been defined and weekly meetings are now being conducted.

- There have been no reports from Adult Protective Services substantiating any abuse, neglect or exploitation.
- MOI has hired an additional person to staff their critical investigations.

Work/Day/Community Employment

Accomplishments

- Malta Opportunities, Inc. provides support in day/work activities in a variety of ways. Individuals are seen working in the community and so proud of their jobs. Individuals have an opportunity for a variety of jobs and activities in the work activity center. MOI also has a thrift store on-site and production in laundry, rags, recycling and rug making.

Health and Safety

- Most individuals receive residential services with health and safety needs being part of the overall staff and/or family effort. Of the individuals who receive day services only, they all live with family and those health needs at the day program are identified in annual individual plan meetings.
- Medications are kept locked and staff medication certified.
- Fire drills are done monthly.
- Individuals bring or prepare simple meals on-site. Staff was observed training an individual with the specifics of their meal preparation instead of just doing it for them. That level of interaction between individuals and staff is frequently observed in this setting.

Service Planning and Delivery

- Individual objectives are developed with the individuals interests in work activities and through the use of assessments. Please see above note concerning the differences in assessments.
- Individual plans are available for all staff. Programs and objectives were run and documentation available for all programs.

Staffing

- Of the files reviewed, all contained the necessary background checks, orientation and training.
- There were no concerns found in the Staff survey section of the review.

Incident Management

- Again, please refer to the above section on incident management. All areas of MOI are part of the committee.

Community Supports

Malta Opportunities Inc. supports 3 individuals in this service area. Community Supports agreements are in place with specific areas of supports identified. Community Supports participants receive a variety of services and are quick to identify areas of concern and voice them to the case manager or myself as well as their families and staff. Health and safety concerns are addressed at least annually at the Individual Plan meeting and monthly safety checks are in place. Staff who serve these individuals also work in other

areas of MOI and received the required background checks and training. Individuals are happy with the staff and the services they receive.

Transportation

Malta Opportunities, Inc. has participated in the forming of a Consolidated Transit Authority. Phillips County and MOI will hopefully benefit with this effort at consolidation. MOI is to be commended for the extra effort it put into this process and for looking out for the best interests of the consumer's transportation needs (see QAOS #5). I was able to review the plan and the committee's minutes but was unable to do the usual review of transportation. MOI staff are driver's for this Authority; they will have to follow those policies and procedures. Staff did have correct and current driver's licenses. There was no driver training program available at the time of review. All maintenance and repairs are the responsibility of the Authority.

Conclusion:

Malta Opportunities, Inc. is a very small provider of services to individuals with disabilities. Overall, individuals are happy with the services they receive. Areas suggested for improvement include:

- reconciling assessment information
- an annual satisfaction survey that includes staff
- fire and disaster drills that include a variety of scenarios and different times
- addressing regular preventative dental care needs for consumers
- reminding group home staff of the need for daily leisure opportunities

These areas do not include the deficiencies noted in the Quality Assurance Observation Sheets as those have been addressed and will be ongoing.

Attachments:

Quality Observation Assurance Sheets numbered 1-6